

Special Events Number of Events Codes & Regulations

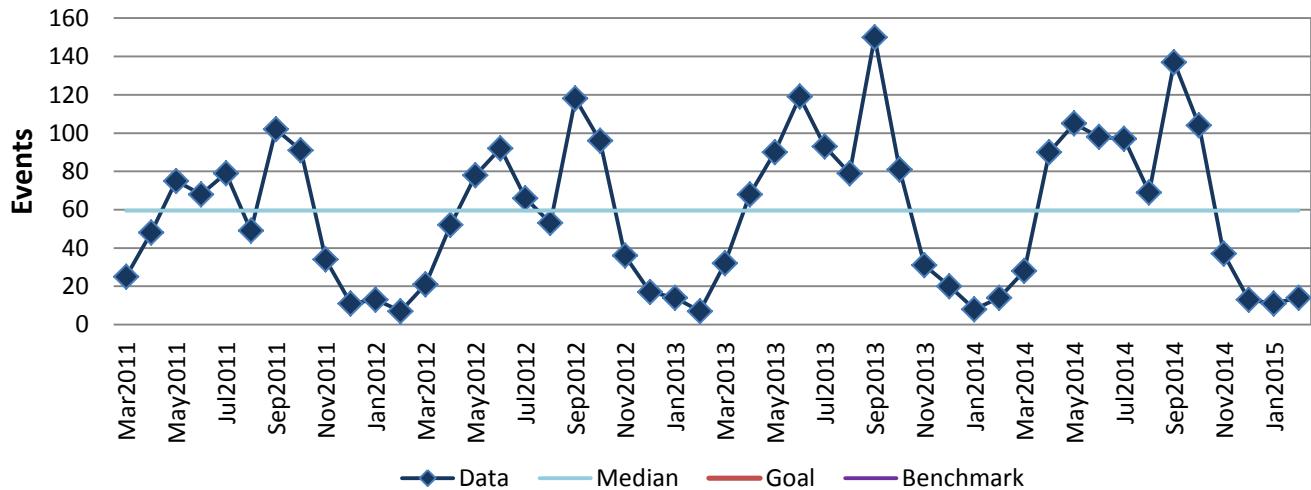


KPI Owner: Audrey Knigge

Process: Special Events

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary	
Baseline: CY2012, 649 events		Data Source: Hansen	N/A - Input Measure	
Goal: N/A- Input Measure		Goal Source: N/A	Measurement Method: The number of Special Events held each month.	
Benchmark: N/A		Benchmark Source: N/A	Why Measure: To understand the number of events supported by Metro each month. Next Improvement Step: TBD	
How Are We Doing?				
Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual
TBD	803		TBD	14
Events	Events		Events	Events

Special Events Number of Events



Root cause analysis is not applicable for in input/demand for service measure.